SERVICENOW- WEEK 1

1. ServiceNow is a cloud-based platform.
2. Provides enterprise IT service management (ITSM) software.
3. Designed to help organizations manage digital workflows.
4. Supports various business processes like IT operations, human resources, customer service, and security operations.
5. Highly customizable platform.
6. Allows businesses to automate and streamline tasks.
7. Reduces manual effort.
8. Improves efficiency across different departments.

PLATFORM:
1. Main screen elements: banner frame, application navigator, content frame
2. Banner frame: Logo, user menu, tools, system settings
3. User Menu: profile, impersonate user(access instance as another user), elevate roles(safety mechanism for high impact actions, AVAILABLE TO SYSTEM ADMIN), logout
4. Tools: global search, connect chat, help
5. System settings: general, theme, accessibility, lists, forms, notifications, developer

BRANDING:
1. Applying the distinct corporate identity across now platform ui to create a shared identity, build trust and speed adoption
2. Service portal and ui builder- tools for branding

LISTS
1. Present data from a table in a database.
2. Permit people to access and manipulate data.
3. Allow inline editing to facilitate speedy changes.
4. Provide a range of views so that you can alter how the data is shown.

FILTERS:
1. Permit users to filter data that is shown in lists.
2. Permit users to store and create custom views.
3. searches with criteria to locate particular records.
4. able to be shared for consistent data viewing with other users.

FORMS:
1. Show specific entries from a table in the database.
2. Permit users to see, add, and modify record information.
3. Fields, sections, and linked listings are all customisable.
4. ensure data accuracy, support validation of user input.

Features

1. Make the interface change based on different rules and scripts.
2. Show different views for different user roles.
3. Allow users to attach files and see the history of activities related to records.
4. Add links to quickly access related actions.

IMPORT SETS:
1. Tool used to import data from various sources and map it into servicenow tables.
2. Data sources—>Import set table→ transform —>target table
3. Transform map- automatic mapping utility and mapping assist utility
4. Coalescing a field- using it as unique key

LOW CODE PLATFORM:
1. Drag-and-Drop: Build apps with visual components.
2. App engine studio-
3. Studio
4. Now experience ui builder
5. Flow designer
6. CMDB

Pros:
1. Easy to use
2. Improves agility
3. Low cost
4. Increased automation opportunities
Cons:
1. Limits flexibility
2. Limits technical improvements